

Policy and Procedure	Date Issued	Section	Policy Number	Page 1
Milwaukee County Behavioral Health Division	4/11/2008		WC-002	
SAIL	Date Revised 12/6/2011	Subject: Wiser Choice Bus Pass and Ticket Policy		

POLICY:

The provision of bus passes or tickets is a necessity for many Milwaukee Wiser Choice system participants. Situations such as lack of income, harsh weather conditions, or transient living arrangements are legitimate considerations regarding the authorization and issuance of bus passes/tickets. However, bus passes and/or tickets are not intended to be an entitlement for all Wiser Choice participants, and their distribution must be consistent with the “payor of last resort” policy (refer to QA-1 Provider Responsibilities and Guidelines Policy and Procedure). Bus Passes/Tickets will be a time limited resource for those individuals who have no means to provide for their own transportation, which would prevent them from fully participating in activities as documented in their Single Coordinated Care Plan (SCCP).

PROCEDURE:

For all Clients:

1. Treatment programs are reminded of the terms of the Fee-for-Service Agreement with Milwaukee County Department of Health and Human Services (DHHS), funds are intended to be the “payor of last resort” after all other public and private funds, including medical insurance, have been exhausted. The policy acts to influence reimbursement at two levels. At the level of the service recipient, the “payor of last resort” means that contractors, vendors, and/or providers under contract with the DHHS are required to exhaust all other governmental or private resources before using DHHS funds. This includes, but is not limited to, Medicaid, health insurance, and other third party reimbursements, etc. In other words, the County does not pay for services to a service recipient if other sources of revenue are available to pay for those services. At the program level, the “payor of last resort” policy applies to grants, contributions, and other public and private sources of revenue that are restricted to the program or services being purchased. The restricted funds are first applied to program expenses to arrive at net allowable expenses for rate-based services. Any unspent revenue received by an agency for a program under contract with the DHHS may become excess revenue, in which case it is deemed to be unspent Milwaukee County funds and must be returned to the County.

Clients with a Recovery Support Coordinator (RSC):

1. It is presumed the SCCP may include multiple activities that require the client to travel to various appointments. The RSC will make the recommendation for issuing bus passes/tickets to a client based on their knowledge of the client’s situation with final approval from the RSC Supervisor. The need and funding of bus passes/tickets must be written in the SCCP and documented in the case notes.
2. Provision of bus passes/tickets will be based on the ability to pay, and as such it will be available ONLY to clients without income, clients who are homeless, or clients who have situations that deem its appropriateness (such as serious health condition, employment interviews, multiple medical or court appointments, etc). Clients MUST be participating in activities as documented in their SCCP.
3. Bus Passes/Tickets will be provided at one week intervals and no more than one per week per authorized recipient. A Treatment/Service Verification Form (TSVF) will be given to each client with their first pass by the RSC. The RSC will inform the client that it is their responsibility to obtain verification from the treatment and/or service provider as they attend the appropriate service. The client must return TSVF prior to receiving their next bus pass/ticket. Any bus tickets/passes given to a client that does not have a corresponding Treatment/Service Verification form will have the payment to the agency Disallowed. The above documentation requirements apply to activities as documented in their SCCP for which the provider can attest to the client’s attendance. However, if another staff person in treatment agency fills out the form, the client’s counselor/provider still needs to sign the TSVF.

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4. It is the responsibility of the RSC supervisor to approve and enter reimbursements in the BHD MIS.
5. Bus Passes/Tickets will be a time limited resource. If the client is newly employed, then the RSC will wait until receipt of the client's first/second paycheck, before discontinuing transportation services, or until eligibility for W2 is established, or until benefits are reinstated, i.e. SSI, Title 19, and/or other available community resources.

Reviewed & Approved by:



**Jennifer Wittwer, Associate Director
Adult Community Services Branch**